

# Department of Regulation & Licensing

## Biennial Report 2001-2003

DRL

State of  
Wisconsin

Jim Doyle,  
Governor  
Donsia Strong Hill,  
Secretary

Accountants  
Acupuncturists  
Aestheticians  
Appraisers  
Architects  
Art Therapists  
Athletic Trainers  
Auctioneers  
Audiologists  
Barbers  
Body Workers  
Boxers & Boxing  
Cemetery Authorities  
Charitable Organizations  
Chiropractors  
Controlled Substances  
Cosmetologists  
Dance Therapists  
Dentists  
Designers  
Dietitians  
Electrologists  
Engineers  
Fund Raisers  
Funeral Directors  
Geologists  
Home Inspectors  
Hydrologists

Interior Designers  
Land Surveyors  
Landscape Architects  
Manicurists  
Marriage/Family Therapists  
Massage Therapists  
Music Therapists  
Nurses  
Nursing Home Admin.  
Occupational Therapists  
Optometrists  
Perfusionists  
Pharmacists  
Physical Therapists  
Physicians  
Podiatrists  
Private Detectives  
Private Security Persons  
Professional Counselors  
Psychologists  
Real Estate Brokers  
Real Estate Salespersons  
Respiratory Care Pract.  
Social Workers  
Soil Scientists  
Speech-language Path.  
Veterinarians

**Jim Doyle**  
Governor

**WISCONSIN DEPARTMENT OF  
REGULATION & LICENSING**



**Donsia Strong Hill**  
Secretary

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October 15, 2003

The Honorable James Doyle  
Governor of Wisconsin  
State Capitol  
Madison, WI 53702

Wisconsin State Legislators  
State Capitol  
Madison, WI 53702

Dear Governor Doyle and Members of the Legislature:

It is with pleasure that I submit the 2001-2003 Biennial Report for the Department of Regulation and Licensing.

The achievements of the past two years reflect the efforts of DRL's dedicated and conscientious employees, who successfully met the many challenges facing them. Looking ahead, we see opportunities to build upon these past successes to create a more efficient and effective regulatory program that provides safety and protection for the public and quality service for the professionals we regulate.

The over 300,000 professionals regulated by this agency contribute \$9.8 billion annually to the Wisconsin economy. We acknowledge our considerable responsibilities, and on behalf of Wisconsin's citizens, we are committed to serving them and continuing to support the state's economic growth.

I will be happy to respond to any questions or comments about the Department and its functions.

Sincerely,

A handwritten signature in black ink, appearing to read "D Strong Hill".

Donsia Strong Hill  
Secretary

# 2001-2003 Biennial Report Department of Regulation and Licensing

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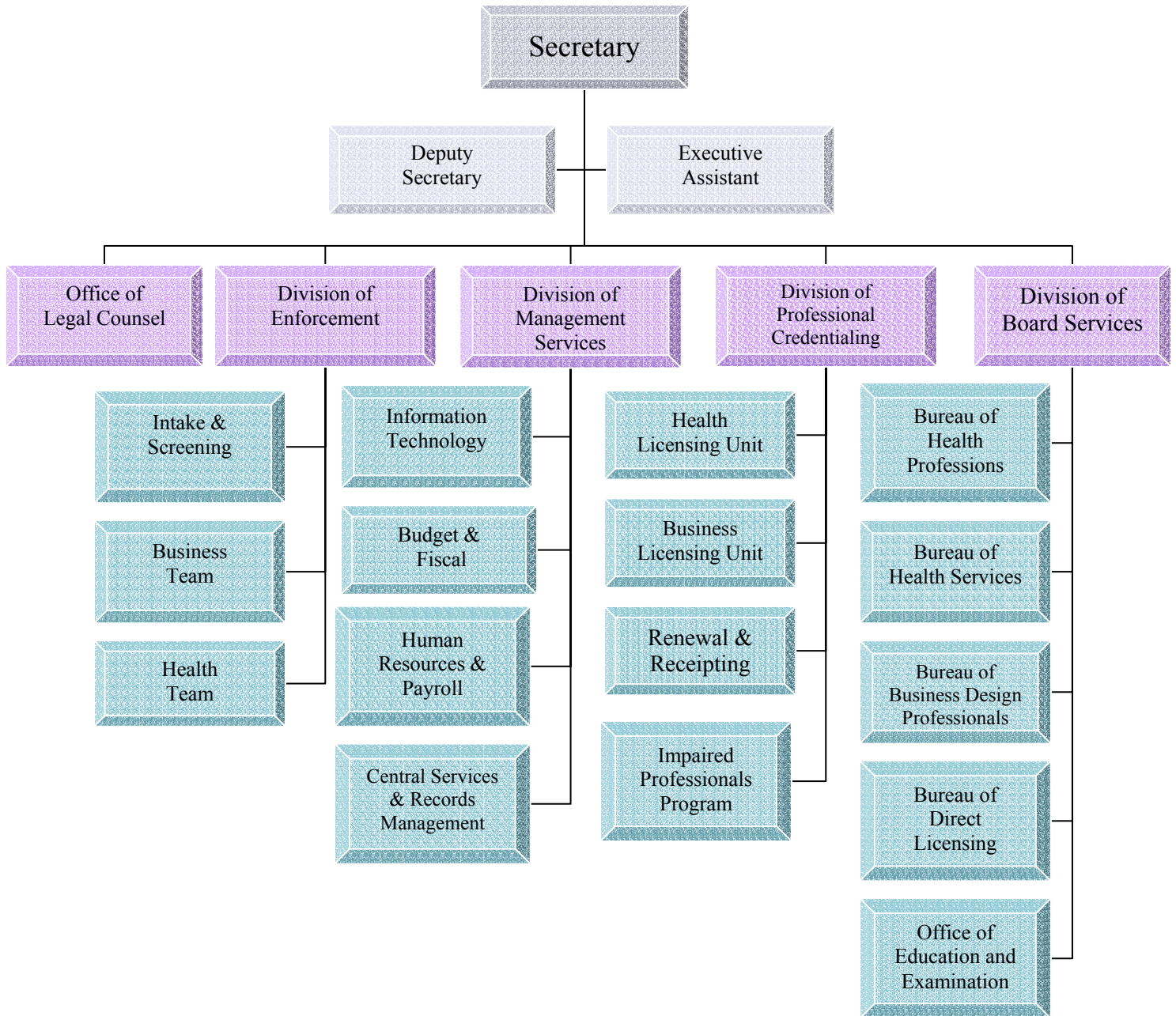
Transmittal Letter

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# Wisconsin Department of Regulation and Licensing Organizational Structure



# Department Overview

The Department of Regulation and Licensing and related professional boards protect the citizens of Wisconsin by ensuring the safe and competent practice of licensed professionals.



Secretary Strong Hill with SECC coordinators, Ralph Draeger and Kim Prine.

We serve the public and the professionals we regulate by fairly administering education, experience, and examination requirements, setting professional practice standards, and ensuring compliance by enforcing occupational licensing laws.

The Department is organized into four divisions; Professional Credential Processing, Board Services, Enforcement, Management Services, and three offices; the Office of the Secretary, the Office of Legal Counsel, and the Office of Education and Examinations.

The Department licenses and regulates 109 different types of credentials in 52 professional fields. The agency's 125 employees issue approximately 43,500 new credentials each biennium, renew more than 290,000, and provide ongoing support and services to 314,000 credential holders.

The agency also provides centralized administrative services to 49 boards, councils, and advisory committees. The boards, councils, and advisory committees have varying levels of responsibility and professional oversight based on statutory provisions.

The Department has full responsibility for and directly regulates eight professions.



P.J. Monson, program assistant, Division of Professional Credentialing.



Lt. Gov. Barbara Lawton presents 25 year service award to Steven Gloe, Attorney, Division of Enforcement.

A list of professions, establishments, schools, and instructors the Department regulates is provided on page 13. A list of the Boards, Councils, and Advisory Committees is provided on page 14 of this report.



# Office and Division Reports



Secretary Donsia Strong Hill

**Donsia Strong Hill** was appointed Secretary of the Wisconsin Department of Regulation and Licensing (DRL) in January 2003. Secretary Strong Hill directs, coordinates, and executes the Department's statutory responsibilities and makes Department appointments according to state law. Mary Woolsey Schlaefer serves as Deputy Secretary and Christopher Klein as Executive Assistant.

The **Office of the Secretary** manages the agency's resources and provides overall direction for DRL programs. The Secretary, Deputy, and Executive Assistant assist the Governor and the legislature in developing regulatory policies through legislation and rule-making efforts that protect the broad public interest. The Office of the Secretary submits the Department's budget to the Governor, directs the legislative program, and develops long range plans to advance the Department's goals.

The **Office of Legal Counsel** provides legal advice, counsel, and assistance within the Department and to the boards, councils, and advisory committees. The attorneys research practice issues, develop and revise administrative rules, serve as administrative law judges in disciplinary hearings, and assist the Secretary's Office in identifying needs and formulating the Department's legislative program.

Staff in the **Division of Professional Credentialing** review license applications to confirm that applicants meet eligibility requirements established in Wisconsin statutes and Administrative Code. The division issues over 20,000 new credentials annually and renews 290,000 licenses biennially. Each year, division personnel provide 7,000 verifications of Wisconsin licensure to those seeking reciprocal licenses in other states. In addition to written and electronic inquiries, the division responds to approximately 1,400 telephone customer contacts per week.

The Impaired Professional Program (IPP), also located in the division, provides alternatives to standard disciplinary proceedings for credential holders who seek help for substance abuse problems. The goal of the IPP is to protect the public from professionals who practice while impaired by alcohol or other drugs.

IPP requirements include abstinence from alcohol and other non-prescribed drug use, participation in ongoing treatment and Alcoholics/Narcotics Anonymous programs, and submission of random drug screens.

Department staff do not provide treatment, but monitor licensees' compliance and progress in treatment programs provided by professional, approved sources. About 120 credential holders are generally under IPP supervision.

The **Division of Enforcement (DOE)** receives more than 2,500 consumer complaints each year. As the agency's consumer protection office, DOE is staffed with the investigative and legal expertise to screen, investigate, and prosecute consumer complaints. The division must balance the need to quickly and assertively pursue serious violators that endanger the health and welfare of the public, with the rights of credential holders who may be the subject of complaints, but have committed no wrong doing.





Disciplinary orders often include conditions or restrictions that credential holders must comply with in order to continue to practice. Division staff are responsible for monitoring the ongoing compliance of approximately 800 licensees practicing under this type of order at any given time. Staff in the division also inspect business establishments and perform compliance audits of trust accounts and financial records.



Accounting Examining Board meeting.

The **Division of Board Services** provides professional and administrative support to the Department's regulatory boards, councils, and committees, including coordinating and managing the business of the boards, preparing agendas, recording and transcribing meeting minutes, and researching and analyzing issues related to the regulated professions. The division also facilitates drafting and implementing new laws, rules and policies.

The **Office of Education and Examinations**, which is attached to the Division of Board Services, provides professional consultation to the boards on examination issues. The office is staffed with experts in the technical aspects of exam development, analysis, and administration.

Approximately 25,000 credentialing exams per year are administered by the Office of Education and Examinations or its contractors. The Office also assists the boards in reviewing and approving pre-license and continuing education programs, and monitoring compliance with continuing education requirements.

The **Division of Management Services** provides services for the Department and the boards. Division staff develop and administer the Department's biennial and operating budgets, and oversee the development and operation of the Department's financial management system. The Information Technology Section manages information technology programs, information systems development, and telecommunication programs for the Department.

The Human Resources Section is responsible for personnel services, training, employment relations, payroll and fringe benefits, and oversight of affirmative action programs. The Central Services and Records Management Section manages the agency's records retention and records disposal programs and provides department services, including mail functions, credential holder lists, and facilities management.



Cris Selin, Administrator, Division of Management Services.



# 2001-2003 Biennium Accomplishments

The mission of the Department of Regulation and Licensing is to enhance the quality of life for all Wisconsin citizens by ensuring the availability of safe and competent professional services. The Department is committed to effectively using our resources and increasing our reliance on technology and automation to become more efficient and improve our services. The Department's significant accomplishments over the last biennium in the areas of public protection, improved services, and greater efficiencies include the following:

## Public Protection

- **Increased victim participation:** The Department established a policy that gives victims of alleged unprofessional conduct a greater opportunity to provide information and observe proceedings in the prosecution of complaints involving them. A formal procedure now identifies specific guidelines requiring that victims be allowed to attend hearings and provide statements unless extenuating circumstances prohibit their involvement.
- **Enhanced monitoring capabilities:** Disciplinary hearings may result in Board or Department orders containing specific requirements the licensee must meet in order to maintain his or her license. The Department implemented an automated system for monitoring compliance with these orders. The new system saves staff time and provides enhanced tracking and reporting capabilities.
- **Increased public education efforts:** The Department launched the initial phase of a public education program that targets both the public and licensees. Educational events and publications are being developed to provide consumers with the information they need to protect themselves from unsafe or incompetent practitioners. The program will also afford licensees with greater access to information about laws and rules that affect their daily practice.

## Improved Services and Greater Efficiencies

- **Implemented online renewal service:** The Department developed and implemented an online license renewal service. Electronic renewals are faster and more efficient for both the Department and licensees. The new service, which is available 24 hours per day, has been well received by customers. The Department is currently offering online renewals for 61 professional registrations, and 38 others are scheduled for implementation by the end of calendar year 2004.
- **Provided online access to applications and code books:** The Department has implemented a process for downloading application packets and statute and code books from the agency website. The application materials for 62 professions and all of the Department's 33 statute and code books can now



Lowethia Turner, management information technician, and Tu Van Le, systems analyst, Information Technology Section.





be accessed online. Previously, these materials were mailed to applicants upon request. The Adobe PDF format saves printing and postage costs and is more convenient for customers and the Department.

- **Implemented online verification system:** "NURSYS," an online nurse licensure verification service, was implemented to allow the agency to quickly and efficiently verify licensure, disciplinary information, and the status of an applicant's privileges to practice in other participating jurisdictions.
- **Offered clearer, easier to understand forms and applications:** The Department reviewed and revised applications and associated forms for several of the highest volume professions. The improved application packets are clearer and easier to use. The division's effort to improve applications and forms continues as similar revisions are made for all professions.
- **Created efficiencies and improved services through reorganization:** The agency completed a department-wide reorganization. Previously, most services, including board services and credentialing, were separated into different divisions based on the regulated profession, rather than functionality. The reorganization consolidated the Department's major business functions into four divisions: Board Services, Professional Credentialing, Enforcement, and Management Services.

Within the Division of Enforcement, teams were created that more evenly distributed workload and improved the process used for establishing priorities. Throughout the agency, business procedures have been standardized, workload imbalances have been reduced, and customer services have been offered more promptly and with improved accuracy.



Kris Hendrickson, supervisor, Division of Professional Credentialing.

- **Developed new fee calculation methodology:** State law requires that initial and renewal fees for each regulated profession be established to reflect the administrative and enforcement costs of the Department attributable to that profession. The prior administration recognized that the methodology used to set fees did not adequately capture and allocate the variations in administrative and enforcement costs between individual professions. The current administration has developed and proposed a new methodology for computing fees that will distribute operations costs more equitably and accurately.

○ **Documented procedures:** The Department has developed written procedures for arranging and conducting board meetings. The procedures clarify roles and responsibilities and improve coordination between managers and support staff in the Division of Board Services throughout the Department. The steps and appropriate Department and board member roles in an efficient administrative rulemaking process have also been clarified and documented.



- **Created legislative resource paper procedure:** The Department created a procedure for developing legislative resource papers. Resource papers provide analysis of legislative proposals for the impact on the Department and broader public policy.
- **Providing more meaningful curriculum at workshops:** The Department holds annual board member workshops to help members gain a better understanding of the responsibilities and rewards of their positions. In the past, workshop agendas were often repetitive and routine. New workshop sessions are now being offered that encourage board members to give careful thought to their role as a public servant and the responsibility they have to ensure the citizens of Wisconsin access to safe and competent professional services.

Also, individual orientation sessions are now provided for new board members to introduce them to board and department procedures and to provide informational materials.

- **Improved efficiency in handling disciplinary cases:** The Department conducted a study to determine the reasons that some disciplinary cases had not been resolved within established timelines. The study identified the cause of the delays and provided recommendations to reprioritize cases and establish deadlines for resolution of pending cases. Through these efforts, Division of Enforcement managers have resolved more than one-third of the older cases. Based on the success of this approach, the division will continue to dispose of backlogged cases and apply the newly established guidelines.



Nursing Board member Blaine J. Ropson and Governor Jim Doyle.

# 2003-2005 Biennium Objectives

## Public Protection



Sandra Rowe, administrator, Division of Enforcement and Steve Engelbrecht, paralegal.

- **Re-engineer disciplinary and enforcement programs:** The Department is currently conducting a re-engineering project in the Division of Enforcement. The study includes a review of all formal and informal disciplinary processes, procedures, and policies, to identify methods of making the enforcement program more effective and efficient. Every aspect of the operation is being analyzed, including complaint screening and processing, criteria for opening disciplinary cases, and the steps involved in the final disposition of disciplinary cases. By studying the current operation, staff in the division hope to develop new, more efficient procedures and processes, resulting in more timely and effective prosecutions.

- **Expand public education program:** The Department will collaborate with schools, professional associations, and other business partners to expand a recently implemented public education program. The program will incorporate a range of educational outreach tools and activities to allow the Department to increase public awareness and ensure that licensees are informed about laws, rules, and policies that affect their daily practice. Educational efforts will include expositions, job fairs, and other public and community events, pamphlets and other printed materials, and radio and television interviews.

## Improved Services and Greater Efficiencies

- **Design more efficient, functional website:** The Department's website is being redesigned to provide easier access and improved functionality. All professions and businesses will be listed on the home page and "Quick Links" to electronic services and information will provide license applicants and licensees with access to online license renewal, application status, and easy retrieval of information about new laws and rules. Consumers will find online reports of disciplinary decisions and department news releases.
- **Pilot online original license application service:** The Department plans to develop and pilot an online service for original license application. The electronic application service would allow customers to complete their forms online and automatically transmit them with credit card payment. This convenient customer service would save staff time and result in timelier issuance of license credentials.
- **Increase use of online renewal service:** The Department will take steps to increase customer usage of the online license renewal service. The online service allows credential holders to complete their license renewal online and pay by credit card. The new service is convenient and easy to use, and although it has been well received by licensees, usage has varied by profession, generally between 6% and 16% of all transactions. The Department will launch a campaign to promote the online renewal service with an initial goal of accepting 25% of all transactions electronically by July 2005. The Department hopes that ongoing marketing efforts will result in a sustained increase in the number of customers choosing electronic transaction services.



- o **Offer online address correction capability:** The agency plans to expand electronic licensing services by offering online address change capability. Allowing credential holders to correct their own address information on the Department's records will be faster and more convenient for customers and will save staff time for the Department.
- o **Develop paperless board meeting processes:** Significant postage and printing savings will result from the electronic distribution of board meeting notices, agenda packets, and meeting minutes. The current hard copy mailings to board members and others are being evaluated for conversion to electronic distribution by July 2004.
- o **Promote employee growth:** A significant strength of the Department is its experienced and well-trained staff. The Department's training curriculum for the 2003-2005 biennium will include two major program efforts: providing e-learning options and developing an online knowledge management system.

Wisconsin Employee's Virtual University offers an economical program that puts smaller agencies like DRL on similar footing with larger agencies. DRL is impressed with WEVU program offerings and will take advantage of their services to increase training opportunities for employees.

Also, in an effort to provide employees with convenient access to the job-relevant information they need, the Department will develop online repositories of DRL program information. This will allow employees to quickly and accurately respond to customer inquiries.



# Alternative Work Schedules

The Department of Regulation and Licensing supports the use of Alternative Work Patterns (AWP) in a manner consistent with the needs of the Department, our customers, and our employees. Alternative Work Patterns currently in use in the department include flexible-time, part-time and job sharing schedules.

The Department of Regulation and Licensing, like many other service-oriented agencies, has experienced an increased demand for non-traditional business hours to satisfy customer needs. Alternative Work Patterns, in conjunction with the advances in technology and telecommunication, allow the Department to provide quality customer service and accommodate employees' needs for flexibility.

As the agency reengineers and automates many processes and procedures, the Department hopes to expand opportunities for flexible and non-standard work schedules.



Carmell Listenbee, program assistant,  
Division of Professional Credentialing.





# DRL Regulated Professions, Establishments, Schools and Instructors

## **Accounting**

- Accounting Firms
- Certified Public Accountants

## **Acupuncturists**

## **Barbering and Cosmetology**

- Aesthetic Establishment
- Aestheticians
- Aesthetics Instructors & Schools
- Barber or Cosmetology Apprentices
- Barber or Cosmetology Establishments
- Barber or Cosmetology Instructors
- Barber or Cosmetology Managers
- Barber or Cosmetology Schools
- Barbers or Cosmetologists
- Electrologists
- Electrology Establishments
- Electrology Instructors & Schools
- Manicurists
- Manicuring Establishments
- Manicuring Instructors & Schools

## **Agents for Burial Agreements**

## **Architects**

## **Athletic Trainers**

## **Auctioneers & Auction Companies**

## **Boxing**

- Amateur & Professional Boxing Clubs
- Boxing Seconds
- Professional Boxers

## **Charitable Organizations**

## **Chiropractors**

## **Dentists & Dental Hygienists**

## **Designers**

## **Dietitians**

## **Engineers & Engineers-in-Training**

## **Fund-Raising Counsels**

## **Funeral Directors & Apprentices**

- Funeral Establishment

## **Geologists & Geology Firms**

## **Hearing and Speech**

- Audiologists
- Hearing Instrument Specialist
- Speech Language Pathologists

## **Home Inspectors**

## **Hydrologists & Hydrology Firms**

## **Interior Designers**

## **Land Surveyors**

## **Landscape Architects**

## **Massage Therapists or Body Workers**

## **Medical**

- Physicians, DO and MD
- Physician Assistant
- Respiratory Care Practitioner
- Perfusionists

## **Music, Art, and Dance Therapists**

## **Nurses**

- Advanced Practice Nurse Prescribers
- Licensed Practical Nurses
- Nurse Mid-Wives
- Registered Nurses

## **Nursing Home Administrators**

## **Occupational Therapists & Assistants**

## **Optometrists**

## **Pharmacy**

- Distributors of Prescription Drugs
- Drug Manufacturers
- Pharmacists & Pharmacies

## **Physical Therapists & Assistants**

## **Podiatrists**

## **Private Detectives & Agencies**

## **Private Security Persons**

## **Professional Fund-Raisers**

## **Psychologists & School Psychologists**

## **Real Estate Brokers & Salespersons**

- Real Estate Business Entities
- Cemetery Preneed Sellers
- Cemetery Authorities & Salespersons
- Time Share Salesperson

## **Real Estate Appraisers**

- Certified General Appraisers
- Certified Residential Appraisers
- Licensed Appraisers

## **Social Workers**

- Advanced Practice Social Workers
- Independent Social Workers
- Licensed Clinical Social Workers
- Licensed Marriage & Family Therapists
- Licensed Professional Counselors & Trainees
- Social Worker Trainees

## **Soil Scientists & Soil Science Firms**

## **Veterinarians and Veterinary Technicians**



# DRL Boards, Sections, Councils & Advisory Committees

*Accounting Examining Board*

*Acupuncture Advisory Committee*

*Athletic Trainers Affiliated Credentialing Board*

*Auctioneer Board*

*Barbering and Cosmetology Examining Board*

*Cemetery Advisory Committee*

*Chiropractic Examining Board*

*Controlled Substances Board*

*Dentistry Examining Board*

*Dietitians Affiliated Credentialing Board*

*Exam. Bd. of Architects, Landscape Arch, Prof. Engs, Designers & Land Surveyors*

*Architect Section*

*Designer Section*

*Land Surveyor Section*

*Landscape Architect Section*

*Professional Engineer Section*

*Examining Board of Marriage/Family Therapy, Prof Counseling and Social Work*

*Marriage and Family Therapist Section*

*Professional Counselor Section*

*Social Worker Section*

*Examining Board of Professional Geologists, Hydrologists and Soil Scientists*

*Professional Geologist Section*

*Professional Hydrologist Section*

*Professional Soil Scientist Section*

*Funeral Directors Examining Board*

*Hearing and Speech Examining Board*

*Council on Speech-Language Pathology and Audiology*

*Home Inspector Advisory Committee*

*Interior Designers Advisory Committee*

*Massage Therapy and Body Worker Council*

*Medical Examining Board*

*Perfusionists Examining Council*

*Council on Physician Assistants*

*Respiratory Care Practitioners Examining Council*

*Music, Art, and Dance Therapists Advisory Committee*

*Board of Nursing*

*Nursing Home Administrator Examining Board*

*Occupational Therapists Affiliated Credentialing Board*

*Optometry Examining Board*

*Pharmacy Examining Board*

*Physical Therapists Affiliated Credentialing Board*

*Podiatrist Affiliated Credentialing Board*

*Private Detective Advisory Committee*

*Private Security Advisory Committee*

*Psychology Examining Board*

*Real Estate Appraiser Board*

*Real Estate Board*

*Real Estate Curriculum and Examination Council*

*Veterinary Examining Board*



CREDENTIALS ISSUED AND RENEWED: 2001-2003				
Type of License		New Credentials	Renewals	Total 6/30/03
Accounting	Certified Public Accountant (01)	1402	11346	12530
	Firms (03)	57	358	409
Acupuncturist	Acupuncturist (55)	54	231	276
Agents for Burial Agreements	Agents for Burial Agreements (107)	74	Do not renew	409
Architects, Professional Engineers, Designers and Land Surveyors	Architect (05)	336	4512	4678
	Engineer, Professional (06)	1381	18158	18802
	Designer (07)	117	987	1069
	Land Surveyor (08)	75	1511	1572
	Corporation (11)	174	1011	1148
	Landscape Architect (14)	26	412	422
	Engineer-In-Training (500)	246	Do not renew	1662
Athletic Trainers	Athletic Trainer (39)	307	406	529
Auctioneer	Auctioneer (52)	164	933	960
Auction Company	Auction Company (53)	29	155	162
Barbering & Cosmetology	Barber or Cosmetology Apprentice (600)	918	Do not renew	1511
	Barber or Cosmetologist (82)	1957	18580	19960
	B or C Manager (81)	771	15684	15944
	B or C Instructor (83)	70	464	522
	Aesthetics Instructor (72)	6	16	19
	Electrology Instructor (73)	0	3	5
	Manicuring Instructor (74)	4	20	26
	B or C School (87)	3	14	19
	School of Aesthetics (59)	1	2	3
	School of Electrology (88)	0	2	2
	School of Manicuring (89)	4	7	11
	B or C Establishment (80)	1383	6761	7574
	Aesthetician (86)	276	511	665
	Aesthetic Establishment (69)	78	98	157
	Electrologist (84)	10	295	312
	Electrology Establishment (70)	25	126	159
	Manicurist (85)	735	2555	3081
	Manicuring Establishment (71)	373	661	946
Boxing *	Amateur Boxing Club (261)	10	Do not renew	9
	Professional Boxing Club (262)	4	Do not renew	0
	Boxing Seconds (265)	74	Do not renew	36
	Professional Boxer (263)	76	Do not renew	36
*Boxing licenses are issued annually. Statistics are for 7/1/01 - 6/30/02				
Charitable Organizations	Charitable Organizations (800) (Renewal is annual)	891	10554	6169
Chiropractic	Chiropractor (12)	179	1790	1844
Dentistry	Dentist (15)	243	4453	4677
	Dental Hygienist (16)	377	4392	4745



CREDENTIALS ISSUED AND RENEWED: 2001-2003				
Type of License		New Credentials	Renewals	Total 6/30/03
<b>Dietitian</b>	Certified Dietitian (29)	148	1309	1341
<b>Fund-Raising Counsel</b>	Fund-Raising Counsel (105)	0	1	1
<b>Funeral Directors</b>	Funeral Director Excluding Embalming (75)	0	6	7
	Funeral Director (77)	81	1270	1332
	Funeral Director in Good Standing (76)	1	40	39
	Funeral Establishment (78)	59	551	552
	Funeral Director Apprentice (700)** (Renewal is annual)	116	182	133
<b>Geologists, Hydrologists and Soil Scientists</b>	Geologist, Professional (13)	21	983	985
	Hydrologist, Professional (111)	2	173	173
	Soil Scientist (112)	0	177	177
	Geology Firm (201)	32	32	46
	Hydrology Firm (202)	7	10	11
	Soil Science Firm (203)	11	10	13
<b>Hearing and Speech</b>	Audiologist (156)	55	290	313
	Hearing Instrument Specialist (60)	33	183	188
	Speech-Language Pathologist (154)	285	1570	1653
<b>Home Inspectors</b>	Home Inspectors (106)	248	525	606
<b>Interior Designers</b>	Interior Designers (109)	22	303	316
<b>Massage Therapists or Bodyworkers</b>	Massage Therapists or Bodyworkers (46)	628	2025	2167
	Massage Therapists or Bodyworkers (47)	0	Do not renew	3
<b>Medical</b>	Physician, MD (20)	2196	17950	19878
	Physician, DO (21)	152	764	901
	Physician Assistant (23)	259	946	1198
	Respiratory Care Practitioner (28)	233	2189	2400
	Perfusionist (18)	33	New	33
<b>Music, Art and Dance Therapists</b>	Art Therapist (36)	16	42	58
	Dance Therapist (37)	2	8	10
	Music Therapist (38)	11	56	67
<b>Nurses</b>	Registered Nurses (30)	6994	65309	70325
	Licenses Practical Nurse (31)	1313	14755	14646
	Nurse Mid-Wife (32)	22	121	135
	Advanced Practice Nurse Prescriber (33)	378	1822	1999
<b>Nursing Home Administrator</b>	Nursing Home Administrator (65)	94	947	993
<b>Occupational Therapists</b>	Occupational Therapist (26)	365	2849	3185
	Occupational Therapy Assistant (27)	120	1199	1312
<b>Optometry</b>	Optometrist (35)	68	1212	1259
<b>Pharmacy</b>	Pharmacist (40)	466	5630	5917
	Pharmacy (42)	246	1096	1286
	Distributor of Prescription Drugs (45)	251	524	700
	Drug Manufacturer (44)	19	53	64



CREDENTIALS ISSUED AND RENEWED: 2001-2003				
Type of License		New Credentials	Renewals	Total 6/30/03
Physical Therapists	Physical Therapist (24)	466	4212	4612
	Physical Therapy Assistant (19)	261	New	261
Podiatrist	Podiatrist (25)	31	315	339
Private Detective	Private Detective (63)	275	843	962
Private Detective Agency	Private Detective Agency (62)	169	510	595
Private Security Persons	Private Security Persons (108)	5881	5509	7894
Professional Fund-Raiser	Professional Fund-Raiser (100)	21	88	97
Psychology	Psychologist (57)	128	1426	1555
	School Psychologist (58)	0	103	103
Real Estate	Broker (90)	989	12352	12580
	Salesperson (94)	3900	9302	10746
	Business Entity (91)	490	2086	2283
	Cemetery Salesperson (96)	115	126	161
	Cemetery Authority (95)	5	71	69
	Time Share Salesperson (93)	266	131	229
	Cemetery Preneed Seller (101)	107	124	149
Real Estate Appraisers	Certified General Appraiser (10)	145	596	641
	Certified Residential Appraiser (09)	69	841	898
	Licensed Appraiser (04)	221	459	659
Social Workers, Marriage and Family Therapists and Professional Counselors	Social Worker (120)	595	5718	6282
	Advanced Practice Social Worker (121)	359	1192	1497
	Independent Social Worker (122)	30	559	595
	Licensed Clinical Social Worker (123)	201	3834	3931
	Licensed Marriage and Family Therapist (124)	54	533	548
	Licensed Professional Counselor (125)	265	2350	2482
	Professional Counselor Trainee (126)	57	Do not renew	58
	Social Worker Trainee (127)	156	Do not renew	186
Veterinary	Veterinarian (50)	249	3090	3310
	Veterinary Technician (51)	166	857	962
Totals		43568	291347	314166

**NOTE:** Totals are non-duplicated counts. Some establishments and individuals are initially credentialed and renewed within the same period.





## Examinations 7/01/01 – 6/30/03

<b>Examination Type</b>	<b># Cand.</b>	<b># Passed</b>	<b>% Passed</b>
Accounting-Nat Auditing	2124	975	46
Accounting-Nat Bus Law & Prof Responsibility	2103	1051	50
Accounting-Nat Financial Acct & Reporting	2170	868	40
Accounting-Nat Accounting & Reporting	2130	972	46
Accounting-Ethics	1462	1442	99
Advanced Practice Nurse Practitioner-Ethics	416	386	93
Aesthetician	337	255	76
Aesthetician Instructor	6	6	100
Appraiser-Licensed Residential	515	216	42
Appraiser-Certified Residential	77	45	58
Appraiser-Certified General	27	23	85
Appraiser-Ethics	537	489	91
Architect National – All Parts	1305	998	76
Auctioneer-Initial Licensure	113	90	80
Barber/Cosmetology Instructor	89	71	80
Barber/Cosmetology Manager	942	724	77
Barber/Cosmetology Practitioner	1917	1800	94
Chiropractor-Adjusting (through 2/03)	141	127	90
Chiropractor-Physical Diagnosis (through 2/03)	162	123	76
Chiropractor-Written	170	166	98
Chiropractor-X-ray (through 2/03)	146	108	74
Dental Hygienist	437	414	95
Dentist	269	250	93
Designer-Electrical	10	0	0
Designer-Fire Protection	7	3	43
Designer-HVAC	34	15	44
Designer-Plumbing	17	7	41
Designer-PSS	4	3	75
Electrologist	13	9	69
Electrologist Instructor	0	0	0
Engineer-Fundamentals of Engineering	1428	1088	76
Engineer-PE National P&P	976	473	49
Engineer-Barrier-Free	568	469	83
Funeral Service-State Law	83	78	94
Geologist Fundamentals	14	12	86
Geologist Practice	9	8	89
Hearing Instrument Specialist-Audiometric	97	64	66
Hearing Instrument Specialist-Earmold (through 08/01)	16	14	88
Hearing Instrument Specialist-Earmold A	92	79	86
Hearing Instrument Specialist-Earmold B	82	45	55
Hearing Instrument Specialist-Written	58	36	62
Home Inspector-Combined	460	394	86
Home Inspector-Rules	6	5	83
Home Inspector-Stats	0	0	0
Hydrology-Fundamentals	2	0	100



<b>Examination Type</b>	<b># Cand.</b>	<b># Passed</b>	<b>% Passed</b>
Hydrology-Groundwater	1	1	100
Landscape Architect – Barrier Free	2	2	100
Landscape Architect – L.A.R.E. – Part 1	24	15	63
Landscape Architect – L.A.R.E. – Part 2	19	19	100
Landscape Architect – L.A.R.E. – Part 3	24	14	58
Landscape Architect – L.A.R.E. – Part 4	22	17	77
Landscape Architect – L.A.R.E. – Part 5	26	12	46
Land Surveyor-National	79	52	66
Land Surveyor-National FLS	15	8	53
Land Surveyor-WI Jurisdictional	72	42	58
Land Surveyor-National PLS	13	5	38
Manicurist Instructor	8	4	50
Manicurist	778	559	72
Marriage & Family Therapist-Ethics	81	61	75
Marriage & Family Therapist-National	44	26	59
Massage Therapy	628	589	94
Music, Art & Dance Therapy S&R (02/03 – 06/31/03)	21	21	100
Nurse-LPN	775	704	91
Nurse-RN	2785	2411	87
Nursing Home Administrator-National	99	74	75
Nursing Home Administrator-State	129	105	81
Occupational Therapist-Ethics	367	342	93
Occupational Therapist-Orals	3	3	100
Occupational Therapy Assistant-Ethics	134	105	78
Occupational Therapist Assistant-Orals	1	1	100
Optometrist-Written	98	87	89
Pharmacist-MPJE	467	449	96
Pharmacist-NAPLEX	241	241	100
Pharmacist-Practical	335	306	91
Physical Therapist-National	263	234	89
Physical Therapist-S&R	441	433	98
Physical Therapist-Orals	18	15	83
Physical Therapy Assistant-National (08/02-06/31/03)	16	14	88
Physical Therapy Assistant-S&R (08/02-06/31/03)	314	301	96
Physical Therapy Assistant-Orals (08/02-06/31/03)	0	0	0
Physician-Orals	147	140	95
Physician-S&R	2756	2551	93
Physician-USMLE Part 3	589	528	90
Physician Assistant-S&R	231	226	98
Physician Assistant-Orals	0	0	0
Podiatrist-S&R	37	34	92
Podiatrist-Orals	3	3	100
Podiatrist-PM Lexis	4	4	100
Private Detective	436	321	74
Professional Counselor-National	151	138	91
Professional Counselor-S&R	368	277	75
Psychologist-EPPP	98	84	86
Psychologist-Ethics	129	128	99



<b>Examination Type</b>	<b># Cand.</b>	<b># Passed</b>	<b>% Passed</b>
Real Estate-Broker	1130	906	80
Real Estate-Broker Reciprocal	168	147	88
Real Estate-Sales (National)	7518	4004	53
Real Estate-Sales (State)	7933	4856	61
Real Estate-Continuing Education	164	132	81
Respiratory Care Practitioner-S&R	279	238	85
Respiratory Care Practitioner-Orals	22	12	55
School Psychologist	41	40	98
Social Worker-S&R	1138	987	87
Social Worker-AASSWB Advanced	31	24	77
Social Worker-AASSWB Basic	463	419	91
Social Worker-AASSWB Clinical	181	134	74
Social Worker-AASSWB Intermediate	324	287	89
Soil Science-Fundamentals	2	2	100
Soil Science-Practice	3	2	67
Veterinarian-NAVLE	153	145	95
Veterinarian-S&R	317	291	92
Veterinary Technician-National (VTNE)	254	204	80
Veterinary Technician-S&R	257	189	74
<b>Total Examinations 7/01/01 through 6/30/03*</b>	<b>55241</b>	<b>39126</b>	

\* Total examinations are greater than total candidates due to candidates taking multiple parts of a particular examination.



Jim Doyle  
Governor  
State of Wisconsin



Donsia Strong Hill  
Secretary  
Department of Regulation and Licensing

It is the mission of the  
Department of Regulation and Licensing  
to enhance the quality of life for all Wisconsin citizens  
by ensuring the availability of  
safe and competent professional services.

Thanks to the efforts of the  
Department's dedicated and skilled employees  
and the selfless contributions of our board members  
we are able to make this commitment.

I acknowledge your service and offer  
my sincere appreciation and gratitude.

A handwritten signature in black ink, reading "D Strong Hill".